WHAT IS CLAIMED IS:

1. A method for deriving an e-service management strategy, said method comprising:

obtaining a business process specification that describes the business

5   process of said e-service;

obtaining an infrastructure specification that describes an infrastructure that supports said e-service; and

deriving an e-service management strategy based on said business process specification and said infrastructure specification, said e-service management strategy

10   aiming at ensuring the service quality of said e-service by incorporating the needs imposed by the business process in the criteria for managing said infrastructure and by monitoring the impact of said infrastructure on the e-service in accordance with the business process.

2. A method for managing an e-service, said method comprising:

15   observing the infrastructure behavior of an infrastructure that supports said e-service;

observing the stress behavior, imposed from outside of said infrastructure, on said e-service;

analyzing said infrastructure behavior in relation to said stress behavior

20   with the perspective of the business process model of said e-service; and

optimizing said infrastructure behavior based on the analysis from said analyzing to optimize the service of said e-service by ensuring the business process flow of said e-service.

3.   The method according to claim 2, wherein said infrastructure behavior includes various events observed from said infrastructure that form the knowledge about said infrastructure at different time instances.

5   4.   The method according to claim 2, wherein said infrastructure comprises at least one of e-service, services, applications, systems, components, and resources.